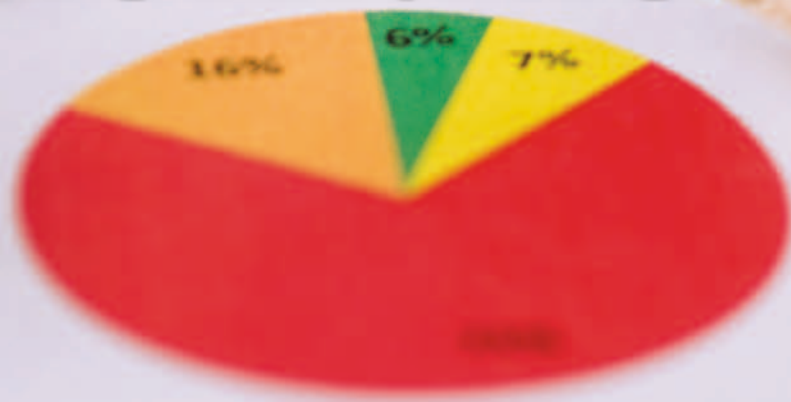


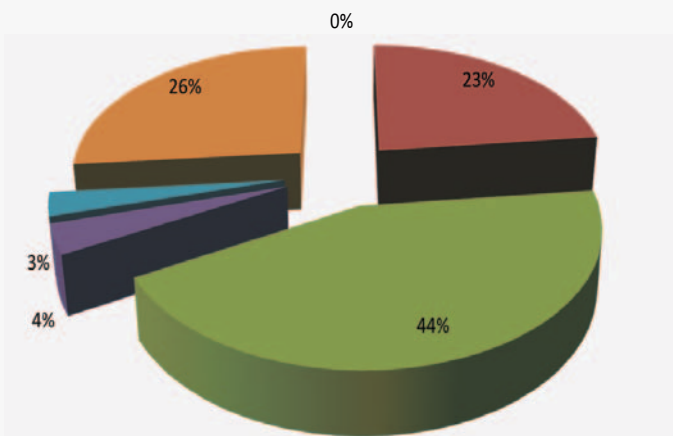
Patient Survey ~ Bumrungrad International



The Medical Tourism Association joined forces with Bumrungrad International to conduct a survey on international patients who sought treatment at Bumrungrad Hospital in 2009, covering patient research patterns, the most important factors for patients when traveling and the types of procedures patients travel internationally for.

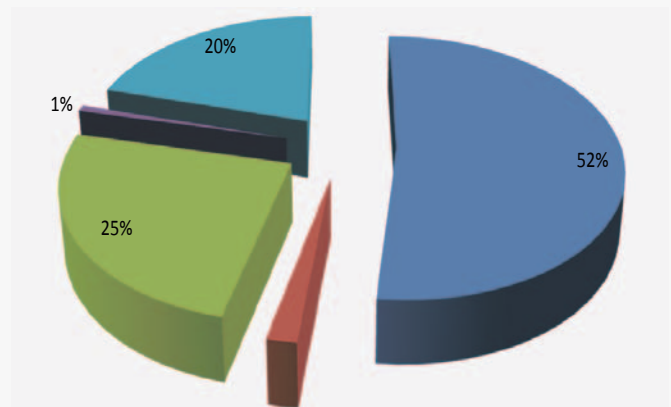
Q1. How did you find out about medical tourism (traveling internationally for medical care)?

■ Book ■ Internet ■ Friend ■ Newspaper, Magazine, or TV ■ My Doctor ■ Other



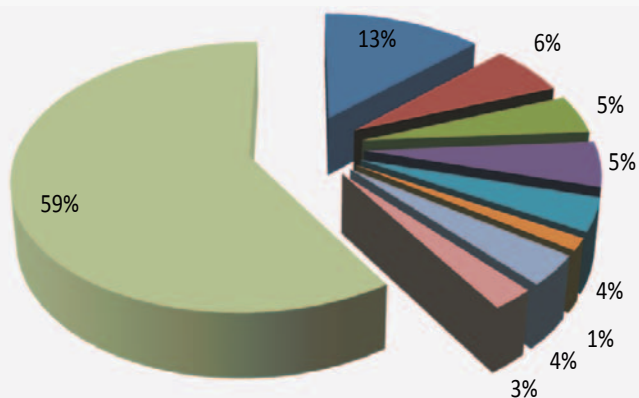
Q2. How did you research your information for medical tourism on country destinations and hospitals?

■ Internet ■ Books, Magazines ■ Asked a Friend ■ Medical Tourism Facilitator ■ Other



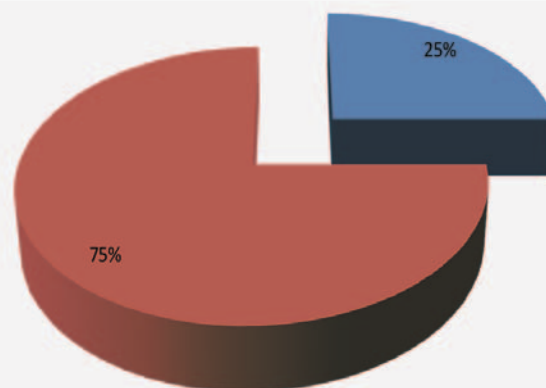
Q3. What type of procedure did you travel for?

- Cosmetic
- Cardiac
- Cancer
- Dental
- Spine
- Lasik
- Orthopedic
- Weight Loss/ Bariatric
- Other



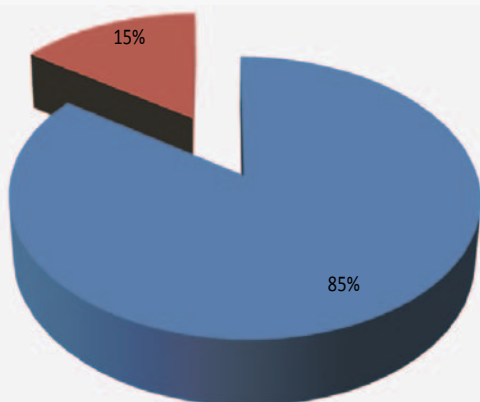
Q4. Did you travel alone or with a companion?

- Alone
- Companion



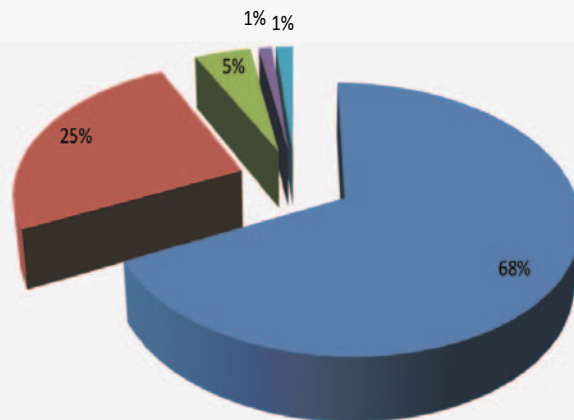
Q5. Did you or your companion do any tourism such as site seeing, shopping, eating dinner or a lunch out of the hospital or hotel or enjoying the local culture?

- Yes
- No



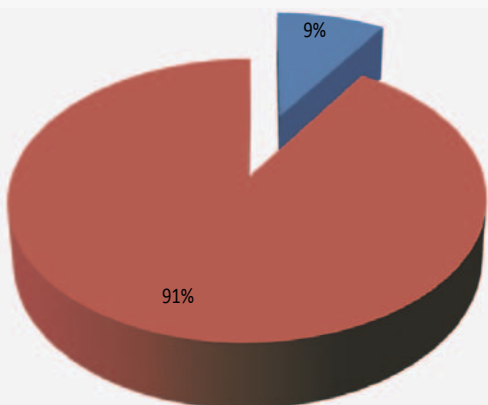
Q6. How would you rate the hospital you received medical care at?

- Excellent
- Very Good
- Average
- Below Average
- Poor



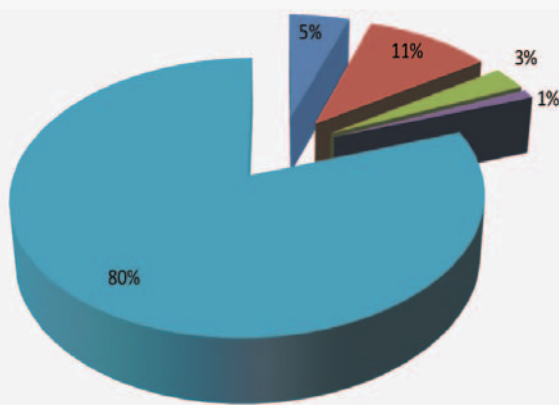
Q7. Did you use a medical tourism facilitator (a company that was an intermediary and helped coordinate your care)?

- Yes
- No



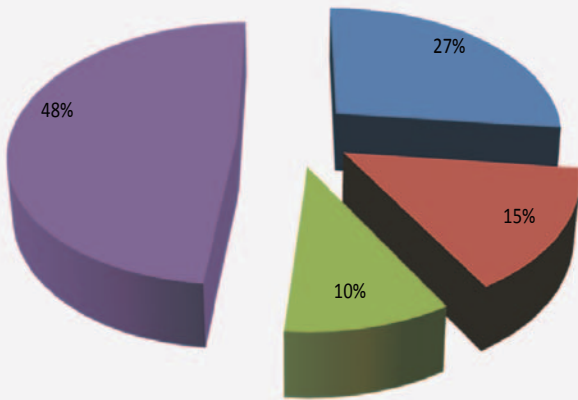
Q8. How helpful did you find the medical tourism facilitator?

- Extremely Helpful
- Helpful
- Somewhat Helpful
- Not Helpful
- Not Applicable



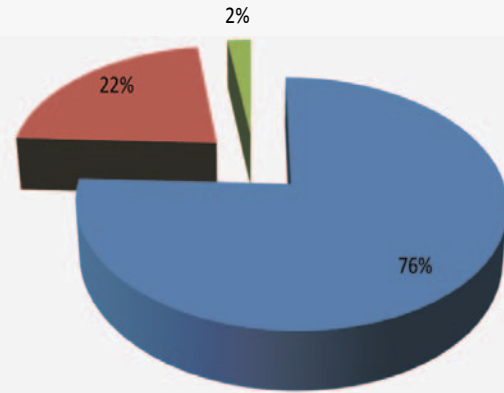
Q9. Would you recommend a future patient to use a medical tourism facilitator?

■ Yes ■ Maybe ■ No ■ Not Applicable



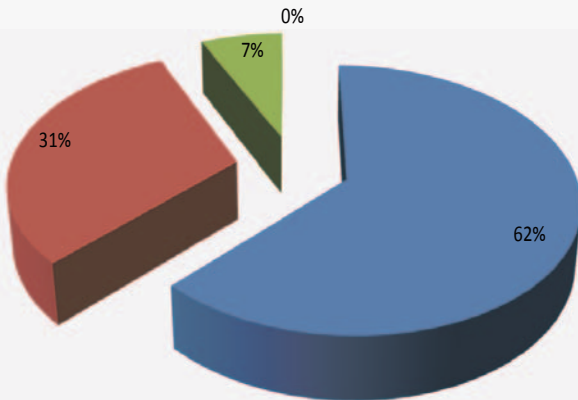
Q10. Was there a language barrier or communication problem at the hospital?

■ Not at all
 ■ Occasional problems, but did not significantly affect my experience
 ■ Yes, significantly affected my experience



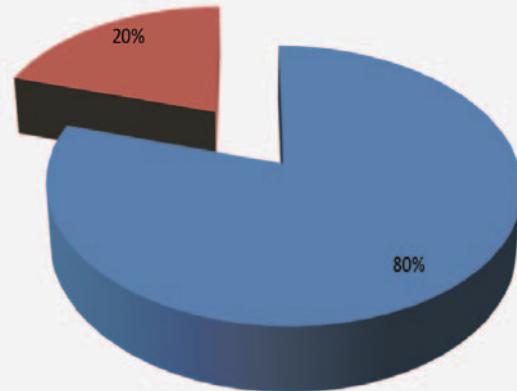
Q11. Did you feel safe overseas?

■ Very safe ■ Safe ■ Somewhat safe ■ Not safe



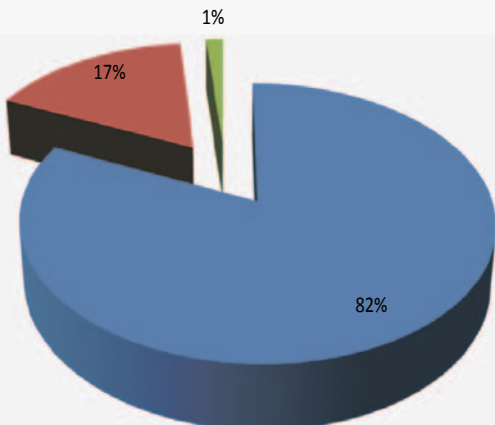
Q12. Do you feel the service you received was more personalized than in the US?

■ Yes ■ No



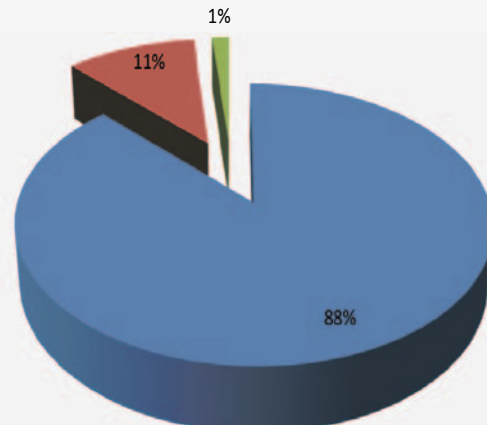
Q13. Would you recommend a friend, relative or acquaintance to travel internationally for medical care?

■ Yes ■ Maybe ■ No

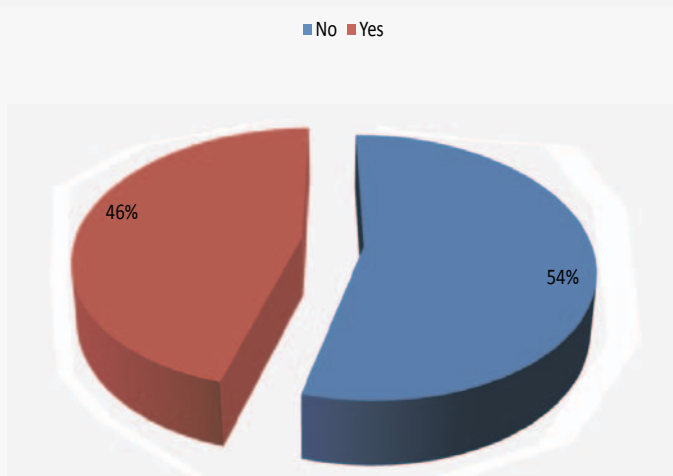


Q14. Would you travel internationally again for medical care?

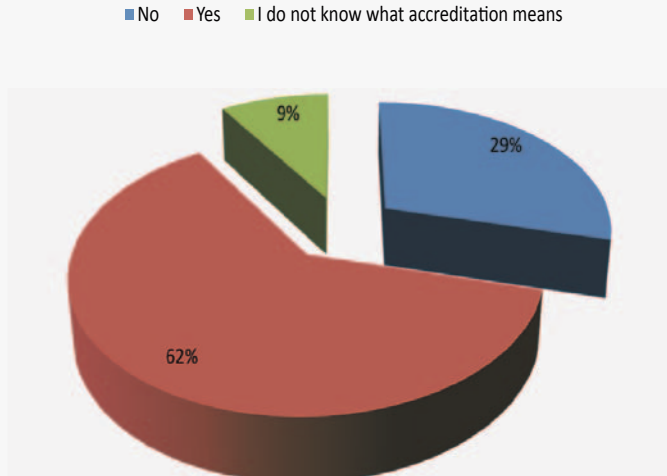
■ Yes ■ Maybe ■ No



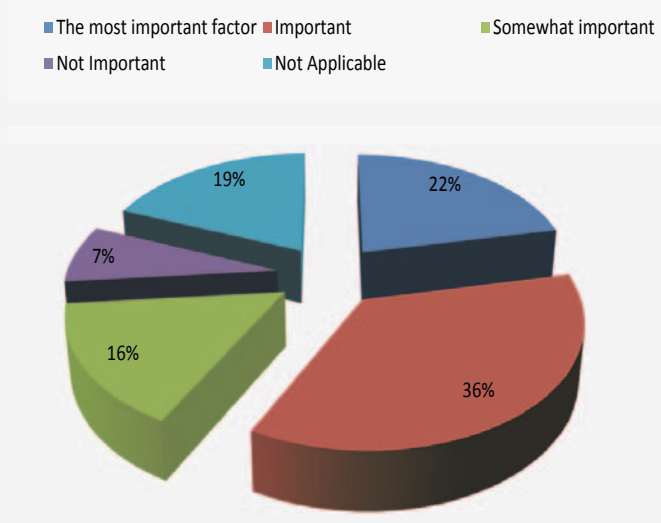
Q15. Did you have health insurance when you traveled internationally for medical care?



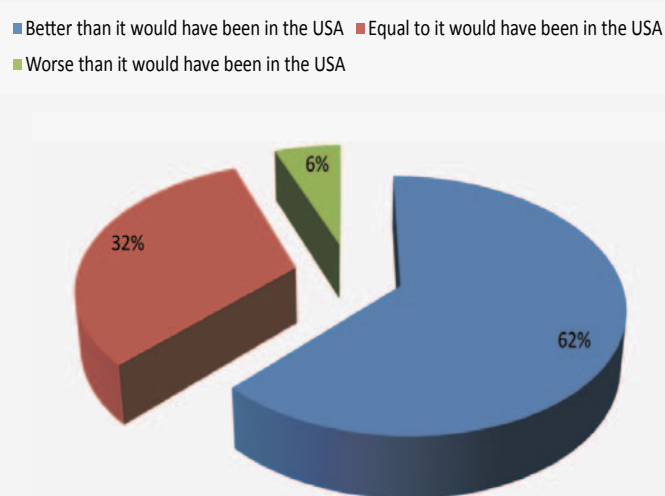
Q16. Did hospital accreditation play a role in your choice to travel internationally?



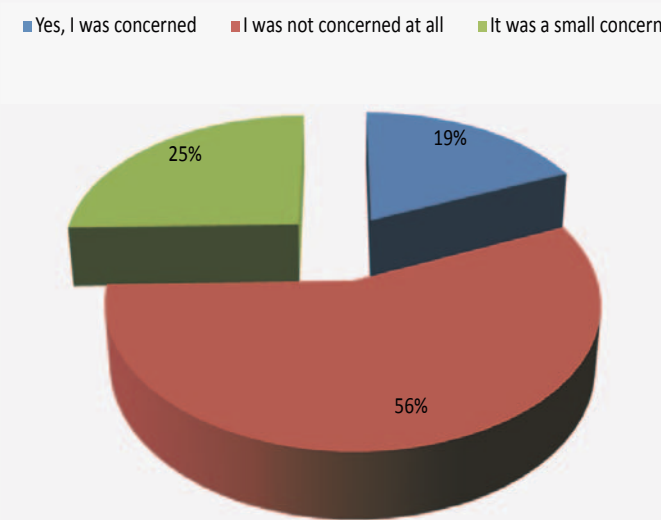
Q17. How important was the hospitals accreditation in your decision to go overseas?



Q18. Do you feel your overall medical experience was?



Q19. Were you concerned about medical malpractice and the possibility of having to sue in a foreign country in the event of an adverse result?



88% } Said they will travel internationally again for medical care